

Obligation Recovery Center Summary of Activity July 15, 2016 – December 31, 2016

- The Obligation Recovery Center began actively collecting debts on July 15, 2016;
- The following agencies have referred the debts to the Center:

Agency	# of Accounts	Value of Accounts
Unified Judicial System	34,355	\$16,739,531.05
Department of Corrections	4,142	\$9,190,526.20
Department of Game, Fish and Parks	243	\$202,705.89
Department of Revenue	186	\$548,487.65
Department of Agriculture	1	\$417.86
Board of Regents	651	\$1,294,601.36
Total	39,578	\$27,976,270.01
Average Value per Account		\$706.86

- Memorandums of Understanding between the Center and agencies that are completed:
 - **Unified Judicial System** – began turning accounts over July 15, 2016;
 - **Department of Corrections** – began turning accounts over July 15, 2016;
 - **Department of Game, Fish and Parks** – began turning accounts over in September 2016;
 - **Department of Agriculture** – began turning accounts over in September 2016;
 - **Department of Revenue** – began turning accounts over in September 2016;
 - **Board of Regents** – sent first file in late December 2016;
 - **Department of Human Services** – working on accounts/waiting on HIPAA decision;
 - **Department of Transportation** – working on accounts;
 - **Secretary of State** - no debts to refer at this time; and
 - **Department of Public Safety** – no debts to refer at this time
- MOUs with the Department of Labor and Regulation, Department of Social Services; Public Utilities Commission, Retirement and Attorney General are in draft and working on specific agency issues.

- **As of December 31, 2016, the Center has:**
 - Established 1,328 payment plans to recover \$1,543,250.24 in agency principal debt;
 - Sent 84,019 collection notices;
 - Made 74,896 outbound telephone calls;
 - Handled 11,533 inbound telephone calls received from individuals with debts owed to the State;
- BOA approved administrative rules took effect December 4, 2016. BOA updated its debt collection policy to be in concert with the rules.
- As of December 31, 2016, the Center has paid out \$53,590.24 in cost recovery fees.

Summary of Collection Activities:

Collections increased due to final notice letters -	\$1,011,745.70
Center collections	\$ 430,405.85
Payment Plans	<u>\$1,543,250.34</u>
Total	\$2,985,401.89